

STATE OF SOUTH CAROLINA

(Caption of Case)

Melanie Wilson, Complainant/Petitioner
 v.
 Utilities Services of South
 Carolina, Inc., Defendant/Respondent

BEFORE THE
 PUBLIC SERVICE COMMISSION
 OF SOUTH CAROLINA

COVER SHEET

DOCKET

NUMBER: 2009 - 75 - W

(Please type or print)

Submitted by: Melanie G. Wilson

SC Bar Number:

Address: 1010 Windwood Dr.

Telephone: (864) 224-9998

Anderson, SC 29621

Fax:

Other:

Email: stevemel191@aht.net

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition☐ Request for item to be placed on Commission's Agenda expeditiously☐ Other:

INDUSTRY (Check one)

- ☐ Electric
☐ Electric/Gas
☐ Electric/Telecommunications
☐ Electric/Water
☐ Electric/Water/Telecom.
☐ Electric/Water/Sewer
☐ Gas
☐ Railroad
☐ Sewer
☐ Telecommunications
☐ Transportation
☒ Water
☐ Water/Sewer
☐ Administrative Matter
☐ Other: _____

NATURE OF ACTION (Check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Affidavit | <input type="checkbox"/> Letter | <input type="checkbox"/> Request |
| <input type="checkbox"/> Agreement | <input type="checkbox"/> Memorandum | <input type="checkbox"/> Request for Certification |
| <input type="checkbox"/> Answer | <input type="checkbox"/> Motion | <input type="checkbox"/> Request for Investigation |
| <input type="checkbox"/> Appellate Review | <input type="checkbox"/> Objection | <input type="checkbox"/> Resale Agreement |
| <input type="checkbox"/> Application | <input type="checkbox"/> Petition | <input type="checkbox"/> Resale Amendment |
| <input type="checkbox"/> Brief | <input type="checkbox"/> Petition for Reconsideration | <input type="checkbox"/> Reservation Letter |
| <input type="checkbox"/> Certificate | <input type="checkbox"/> Petition for Rulemaking | <input type="checkbox"/> Response |
| <input type="checkbox"/> Comments | <input type="checkbox"/> Petition for Rule to Show Cause | <input type="checkbox"/> Response to Discovery |
| <input type="checkbox"/> Complaint | <input type="checkbox"/> Petition to Intervene | <input type="checkbox"/> Return to Petition |
| <input type="checkbox"/> Consent Order | <input type="checkbox"/> Petition to Intervene Out of Time | <input type="checkbox"/> Stipulation |
| <input type="checkbox"/> Discovery | <input checked="" type="checkbox"/> Prefiled Testimony | <input type="checkbox"/> Subpoena |
| <input type="checkbox"/> Exhibit | <input type="checkbox"/> Promotion | <input type="checkbox"/> Tariff |
| <input type="checkbox"/> Expedited Consideration | <input type="checkbox"/> Proposed Order | <input type="checkbox"/> Other: <u>OK</u> |
| <input type="checkbox"/> Interconnection Agreement | <input type="checkbox"/> Protest | <u>OK</u> |
| <input type="checkbox"/> Interconnection Amendment | <input type="checkbox"/> Publisher's Affidavit | |
| <input type="checkbox"/> Late-Filed Exhibit | <input type="checkbox"/> Report | |

Print Form

Reset Form

Melanie Wilson
1010 Windwood Drive
Anderson, SC 29621

June 18, 2009

Public Service commission of South Carolina
PO Box 11649
Columbia, SC 29211

Dear Public Service Commission of South Carolina,

Enclosed is the copy of my direct testimony concerning Docket No. 2009-75-W.

I respectfully ask the Commission that I be excused from having to file an extra 25 copies because of the personal expense and time required by me to provide this. Thank you for your consideration in this matter.

Sincerely,

A handwritten signature in black ink that reads "Melanie Wilson". The script is cursive and fluid, with the first name "Melanie" written in a larger, more prominent hand than the last name "Wilson".

Melanie Wilson

Direct Testimony of Melanie Wilson
In Re: Melanie Wilson, Complainant/Petitioner v. Utilities Services of
South Carolina, Defendant/Respondent
Docket No. 2009-75-W

My name is Melanie Wilson. I own a home and live at 1010 Windwood Drive, Anderson, SC 29621. My residence is located in Lakewood subdivision. I am a customer of Utilities Services of South Carolina (USSC) for water. USSC purchases water for distribution in my subdivision from Hammond Water District.

I am dissatisfied with USSC and have filed complaints through the Office of Regulatory Staff (ORS) and the SC Public Service Commission (PSC) to seek relief for my complaints in Docket No. 2009-75-W.

Pass-Through Mechanism

I do not believe that the pass-through billing mechanism is being employed in a manner consistent with the intentions of, nor with orders of, the PSC. USSC's current tariffs do not itemize and define supply charges for purchased water. Instead, in Order No. 2006-22, Exhibit E, of Exhibit 1, a Settlement Agreement was "incorporated into and made part of " the order. This settlement agreement included testimony by Dawn Hipp. Dawn Hipp, with Office of Regulatory Staff, included Exhibit DMH-8 with her settlement agreement testimony in Docket No. 2005-217-WS, which demonstrates the effect of the pass through on USSC consumers. Please, see the following excerpt from Ms. Hipp's testimony below taken from <http://dms.psc.sc.gov/pdf/matters/E67F4AA4-EBBE-89FA-9E28A3D1CCF80B09.pdf> page on the Commission's docketing website.

Q. WHAT WOULD BE THE COST IMPACT OF THE PASS-THROUGH ON CUSTOMERS IN THESE PORTIONS OF THE USSC'S WATER SERVICE AREA?

A. The cost impact would vary depending upon the area in which a customer is located as Exhibit DMH-8 reflects. The variance arises from the fact that USSC currently receives bulk water service from eight different bulk water providers which have differing bulk rates and charges. At the request of ORS, USSC has agreed to provide additional notice to the customers in the eighteen subdivisions where the pass-through would apply.

Q. WHAT IS THE ONE MODIFICATION TO USSC'S PROPOSED PASS-THROUGH PROVISION THAT ORS PROPOSES BE ADOPTED?

A. ORS proposes that USSC's right to pass-through bulk charges in amounts above and beyond those reflected in Exhibit DMH-8 be conditioned upon USSC's compliance with the procedure established by the Commission for Kiawah Island Utility, Inc. in Order Numbers 2002-285 and 2002-517 in Docket Number 2001-164. Under that procedure, USSC will be required to give the Commission thirty days notice of its intent to increase the amount of pass-through rates beyond those which may be approved in this proceeding and to provide the Commission with justification for any such increase. In the event that the amount of increase in the pass-through rate is approved by the Commission, USSC will then be required to give customers an additional thirty days notice before the increase in the pass-through amount may be put into effect. ORS believes that this modification is in the public interest for several reasons. First, it fairly addresses the unique

Also, please see the information below taken from the above referenced Exhibit DMH-8 at the same web address.

UTILITIES SERVICES OF SOUTH CAROLINA, INC. 2005-217-WS COST IMPACT TO CUSTOMERS IN PASS-THROUGH SERVICE AREAS							EXHIBIT DMH-8	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Line	Bulk	Name	Bulk Supplier	Average Monthly Consumption	Effective Bulk Rate per 1,000 Gallons	Average Monthly Pass Through Amount	Average Monthly Provision Charge	Total Proposed Monthly Average Water Bill
(1)	1310	Parkwood	City of West Columbia	5,000	2.40	12.00	27.95	39.95
(2)	1315	Vandarsale	City of West Columbia	6,600	2.40	16.32	22.41	45.73
(3)	1322	Ramirez Acres	City of Columbia	5,600	2.89	16.16	29.45	45.64
(4)	1324	Duffman Shores	City of Columbia	5,200	2.85	15.05	26.47	43.50
(5)	1348	Prevent Hill	Lancaster County Water & Sewer	5,200	2.85	14.82	26.47	43.29
(6)	1350	Hickory Hills	City of Rock Hill	1,200	2.77	3.32	30.33	48.10
(7)	1383	Gathorn Acres	Sandy Springs Water District	4,900	1.47	7.21	24.73	34.94
(8)	1388	Dobson Estates	Hammond Water	5,400	2.55	13.75	25.98	41.51
(9)	1389	Hill and Oak	Hammond Water	5,000	2.32	11.58	27.98	39.56
(10)	1390	Lakewood	Hammond Water	5,800	3.83	20.34	29.45	49.79
(11)	1391	Edgemoor	Hammond Water	3,400	2.35	8.03	24.54	32.55
(12)	1392	Oakwood Estates	Hammond Water	5,800	2.40	13.92	29.46	42.87
(12)	1394	Towncrest Acres	Hammond Water	5,700	2.33	13.27	29.40	42.87
(14)	1395	Bellmead	Electric City Utilities (City of Anderson)	4,600	3.09	14.21	27.00	41.21
(15)	1397	Cherishview	West Anderson Water District	5,400	3.50	18.90	28.96	47.80
(16)	1399	Quentincrest	West Anderson Water District	5,100	3.50	17.85	30.69	52.04
(17)	1400	Hodges Lake	West Anderson Water District	3,200	3.50	11.20	28.47	46.67
(18)	1401	Surfside	West Anderson Water District	5,600	3.50	19.60	28.55	50.25

Calculation Notes:

- (1) Information contained in column (4) was calculated using the effective rates of the eight different bulk suppliers. Effective rates can contain both a base facility and a commodity charge.
- (2) The charges (base facility and commodity) imposed by these suppliers would be charged to USSC's affected customers on a pro-rata basis without markup.
- (3) Information contained in column (9) was calculated using the proposed rates from USSC's Application.

In the above Cost Impact Analysis, the Average Monthly Pass Through Amount is shown. This is called the District Water Supply Fee or Water Supply Charge on my invoices. My Supply Charges have consistently fluctuated and remain higher than those shown in this Cost Analysis. As seen above, my subdivision, Lakewood, USSC claimed that we were supposed to only see a supply charge of \$3.63 per

1000 gallons after the implementation of the pass through mechanism. My invoices have shown charges much higher than that (as seen in Exhibit A1 and A2) where my supply charges have fluctuated to as much as \$5.63 per thousand gallon. In this Cost Analysis, the Average Monthly Pass Through amount is less than the Average Monthly Distribution amount. Yet in Exhibit A1 and A2, my supply charges were larger than my distribution charges and this has been the case on most of my bills since then. My bill has climbed from \$34.13 on December 12, 2005 to \$71.27 on January 10, 2008 for almost the same amount of water used.

The above testimony and cost analysis was included with the Settlement Agreement which the Commission adopted in its order 2006-22. This order mandates that USSC provide 30 days notice to the Commission and 30 days notice to consumers for any price increases in the passed through charges. On April 20, 2009 I received my first and only communication of an implemented rate increase from USSC (Exhibit B) and is referred to in Docket 2005-217-WS, Order No. 2009-256.

I did receive two notices of proposed rate increases, shown as Exhibit C1 and C2. They were very difficult to understand and did not explain the cost implications to me, the consumer. With the second rate increase application, I finally understood the importance of comprehending my water rates due to the long term personal cost. I still do not understand how my water rates and charges are computed. Rates should be published and explained in such a way that the average consumer can understand what their rates are and how charges are computed. Communications from USSC currently do not do this.

It is my belief that the PSC has jurisdiction to reverse the pass through mechanism, or alternatively, to establish fair and published tariffs for distribution only water consumers of USSC that customers can interpret and understand. I ask the PSC for relief in this regard.

Timely Billing

In Docket No. 2005-217-WS, Matter ID 176878, page 20, line no. 6, USSC was found to be in compliance with billing cycles being ten days after a meter was read. This is no longer true. Timely billing has been an issue with USSC since July 2008. Bill dates are inconsistent and follow almost 60 days after a meter is read. Exhibit A3 is my bill dated May 14, 2009. Water for this billing cycle was used from February 14 to March 10, 2009. The due date for this bill is June 8, 2009. This is not timely. As a customer, I am at a huge disadvantage with discovering undetected leaks with this billing cycle and time frame. The personal cost for an undetected leak could be significant with the current billing situation and is unfair to the customer.

I ask that USSC be required to bill its customers in a more timely manner.

Reporting

In their answer to my complaint about my increasing water supply charges (page 13), USSC maintains that water supply charges "can vary as a result of the timing and frequency of bulk bills generated by

Hammond Water District.” This is the only explanation I have received for my January 1, 2008 water bill being \$14.89 (Exhibit A2) more than my October 10, 2007 water bill (Exhibit A4), even though I used 50 gallons less that month. This is a vague explanation and does not explain my increasing and fluctuating bill month after month. As I stated before, rates should be published and explained in such a way that the average consumer can understand what their rates are and how charges are computed. Communications from USSC currently do not do this.

Presently, all unaccounted water such as leaks in system and water loss due to flushing of the system is distributed among the customers in my subdivision. The burden of paying for “unmetered” water (because it never appears on individual customer meters) should not be born solely by the customer. USSC has no motivation to repair leaks in a timely manner, nor prevent them by maintenance to the system. This would be helped by a cap on the amount of cost that may be passed to the customer. This was suggested by the ORS in Docket 2007-286-WS.

“ USSC should further adjust its tariff to provide an incentive for the Company to aggressively target and repair leaks on the distribution system in order to curtail unnecessary use of water in utility operations, protect the consumer, and encourage water conservation. Under the current tariff, all non-account water costs are borne by the customers of the system which are supplied with water by the company through a third-party bulk provider.

I had personal experience with this on May 26, 2009. Muddy water appeared in my washing machine and stained my laundry. Several neighbors had the same experience. The culprit was the bulk meter, which after being shut off for some months due to local construction, had just been reopened. USSC responded promptly to my complaint and flushed the system due to this disturbance of settlement in the pipes. The water used by the company to flush the lines will appear in mine and my neighbors’ bills in a few months. The cost of such maintenance should not be borne by me and the other customers of the system.

I ask that the Commission provide relief to the consumer from solely bearing all the costs of unaccounted water.

Scrutinize Cost Basis

USSC is owned by Utilities, Inc. Utilities, Inc owns five water companies in SC, and many more besides. All five SC water companies are served out of the same office located at 110 Queen Parkway, West Columbia, SC. The same agents answer calls for all five companies. Additionally, billing is sent from corporate headquarters in IL, and other cross-company functions are sourced from the corporate headquarters as well.

In an earlier proceeding, I heard the general manager of USSC state that personnel and operations located in the USSC office were minimal since most of the administrative services were purchased from the parent company. When seeking rate increases for USSC, it is impossible to determine the reasonability of rates charged by USSC without auditing the specific expenditures of USSC made from the parent company. If the expenditures are in any way inflated or redundant, it is easy to show a loss or low return on equity for the bottom line of USSC. This is particularly true when the same expenditures may appear on the books of the other Utilities Inc. companies located in South Carolina. I want to see an audit of the specific services and supplies purchased from the parent corporation.

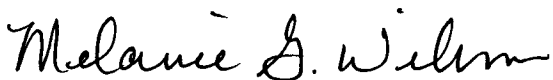
In the Public Service Commission ruling in Docket No. 2007-286-WS - Order No. 2008-96, dated February 11, 2008, page 14, it states "the Supreme Court noted that charges arising out of intercompany relationships between affiliated companies should be scrutinized with care, and if there is an absence of data and information from which the reasonableness and propriety of the services rendered and the reasonable cost of rendering such services can be ascertained by the Commission, allowance is properly refused."

In present and future rate considerations, I ask that the ORS check to establish that cross-company, and cross-customer type costs are scrutinized for appropriate rate-making.

USSC does not supply water to distribution-only customers and, in fact, passes 100% of its variable supply costs through to us currently. I would like to be provided detailed financials outlining the allocation of costs incurred in distribution-only service. USSC states it does not retain records of how the costs within USSC were allocated for ratemaking purposes for distribution only consumers versus full service water and/or sewer customers. USSC has failed to provide any documentation justifying distribution-only customer distribution charges. I believe the PSC should order USSC to justify the distribution-only rate or alternatively the PSC could impute a fair distribution rate if USSC does not choose to furnish evidence supporting its distribution rate.

Conclusion

This concludes my testimony.

A handwritten signature in black ink that reads "Melanie G. Wilson". The signature is written in a cursive, flowing style.

Melanie Wilson

June 18, 2009

REMITTANCE ADDRESS:
UTILITIES SERVICES OF S.C.
PO BOX 4509
WEST COLUMBIA SC 29171-4539

FOR SERVICE OR BILLING INQUIRY CALL:
803-796-9545 OR 800-367-4314

To Pay By Credit or Debit Card, Call 1-877-527-7852.
A Convenience Fee Will Be Charged.

Account Information

Description of Charges

Account # [REDACTED]
Service Addr. 1010 WINDWOOD DR
Bill Date 12/10/07 Due Date 01/04/08
Prior Read 10/13/07 392060
Current Read 11/15/07 400250
Usage 8190
of days this period 33
Average daily usage 248
Average daily water cost \$1.02
Average daily sewer cost \$0.00
Last Payment 11/14/07 \$56.38

PRIOR BALANCE	\$0.00
SC DHEC FEE	\$1.08
WATER DISTRIBUTION CHARGE	\$32.74
DISTRICT WATER SUPPLY FEE	\$35.72

1 1/2% PER MONTH WILL BE ADDED TO
ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay

\$69.54

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER
ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL
1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY
ACCESSING PAYBYINTERNET.COM. MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. *****

***** YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. *****

** TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, **
**** PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. ****

Rate Schedule Available Upon Request

Exhibit A1

UTILITIES SERVICES OF S.C.
PO BOX 4509
WEST COLUMBIA SC 29171-4539

803-796-9545 OR 800-367-4314
To Pay By Credit or Debit Card, Call 1-877-527-7852.
A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	██████████	PRIOR BALANCE	\$0.00
Service Addr.	1010 WINDWOOD DR	SC DHEC FEE	\$1.08
Bill Date	01/10/08 Due Date 02/04/08	WATER DISTRIBUTION CHARGE	\$30.27 2.24
		DISTRICT WATER SUPPLY FEE	\$39.92 5.63
Prior Read	11/15/07 400250		
Current Read	12/14/07 407340		
Usage	7090		
# of days this period	29		
Average daily usage	244		
Average daily water cost	\$1.08		
Average daily sewer cost	\$0.00		
Last Payment	12/26/07 \$69.54		

1 1/2% PER MONTH WILL BE ADDED TO
ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay \$71.27

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER
ON THE NET REMITTANCE FORM
SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

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1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY
ACCESSING PAYBYINTERNET.COM. MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. *****
***** YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. *****
** TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, **
**** PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. ****

Rate Schedule Available Upon Request

Exhibit A2



Paid online

Utilities Services of South Carolina Inc
Phone: (800) 367-4314
Collections: (800) 367-4314
Customer Service: (800) 367-4314
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
05/14/2009		6/8/2009	\$ 67.24

Name **MELANIE WILSON** Primary Telephone # **(864) 224-9998**
Service Address **1010 WINDWOOD DR, ANDERSON, SC, 29621**

Activity Since Last Bill

Previous Balance \$60.22
Payments received as of 05/14/2009 \$-60.22
Balance as of 05/14/2009 \$0.00

Water Distribution and Purchased Water Charge

Water Distribution Base Charge \$16.53
Distribution Charge of 6,510 gallons at \$2.91 per 1,000 gallons \$18.94
Water Supply Charge of 6,510 gallons at \$0.0047141 per gallon \$30.69
SC DHEC Fee \$1.08
Total Water Distribution and Purchased Water Charge \$67.24
Total Amount Due \$67.24

A3

Summary of Service

Meter Reading	Meter #	57354661
Current	523490	03/10/2009
Previous	516980	02/14/2009
Usage	6,510 Gallons	
Number of Days:	24	
Average Daily Use:	271 Gallons	
Average Daily Cost:	\$ 2.80	

Billing History
in dollars

Consumption History
in gallons

A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Utilities Services of South Carolina Inc

Messages

Exhibit A3



PO Box 4509
West Columbia SC 29171-4509



Account Number:

Due Date: 6/8/2009

Amount Paid

Please Pay

\$ 67.24

Paid online
5/27/09

Done
MELANIE WILSON
1010 WINDWOOD DR
ANDERSON SC 29621

Utilities Services of South Carolina Inc
PO Box 4509
West Columbia SC 29171-4509
|||||

Exhibit A3

UTILITIES SERVICES OF S.C.
PO BOX 4509
WEST COLUMBIA SC 29171-4539

803-796-9545 OR 800-367-4314
To Pay By Credit or Debit Card, Call 1-877-527-7852.
A Convenience Fee Will Be Charged.

Account Information			Description of Charges	
Account #	[REDACTED]		PRIOR BALANCE	\$0.00
Service Addr.	1010 WINDWOOD DR		SC DHEC FEE	\$1.08
Bill Date	10/30/07	Due Date 11/24/07	WATER DISTRIBUTION CHARGE	\$30.38
			DISTRICT WATER SUPPLY FEE	\$24.92
Prior Read	09/13/07	384920		
Current Read	10/13/07	392060		
Usage		7140		
# of days this period	30			
Average daily usage	238			
Average daily water cost	\$1.05			
Average daily sewer cost	\$0.00			
Last Payment	10/17/07	\$15.76		

1 1/2% PER MONTH WILL BE ADDED TO
ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay \$56.38

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER
ON THE NET REMITTANCE FORM
SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,
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PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR
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SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

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OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY
ACCESSING PAYBYINTERNET.COM. MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. *****
***** YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. *****
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**** PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. ****

Rate Schedule Available Upon Request

Exhibit A4



April 30, 2009

Dear Valued Customer:

The Hammond Water District has recently increased the bulk water rates it charges to Utilities Services of South Carolina, Inc. (USSC). The increase became effective with Hammond Water District (HWD) invoices issued to Utilities Service of South Carolina, Inc. after March 31, 2009. This increase will be reflected in future water bills.

The Hammond Water District increased the minimum charge to USSC for the first 30,000 gallons of water purchased from \$114.75 to \$144.60. Also increased is the charge for water provided in excess of 30,000 from \$2.34 to \$2.95 per 1,000 gallons. USSC regrets that we were unable to provide you with additional notice of this increase. We did not receive any notice from HWD and only recently were made aware of this increase. This notice is being provided to you in accordance with requirements of the Public Service Commission of South Carolina in Docket No. 2005-217-WS.

We strive to provide you with the best service possible. Should you have any questions, please feel free to contact our Customer Service Department at (800) 367-4314.

Sincerely,

UTILITIES SERVICES OF SOUTH CAROLINA, INC.

Cc: South Carolina Office of Regulatory Staff

a Utilities, Inc. company Utilities Services of South Carolina, Inc.

P.O. Box 4509 • West Columbia, SC 29171 • P: 800-367-94314 • F: 803-791-8643
110 Queen Parkway • West Columbia, SC 29169 • www.uiwater.com

Exhibit B

Aug 2005

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

DOCKETING DEPARTMENT

NOTICE OF FILING AND HEARING

DOCKET NO. 2005-217-W/S

UTILITIES SERVICES OF SOUTH CAROLINA, INCORPORATED – APPLICATION FOR ADJUSTMENT OF RATES AND CHARGES AND MODIFICATION OF CERTAIN TERMS AND CONDITIONS FOR THE PROVISION OF WATER AND SEWER SERVICE

Utilities Services of South Carolina, Inc. (USSC or the Company) has filed an Application with the Public Service Commission of South Carolina (the Commission) for an adjustment of the Company's rates and charges and modification of certain terms and conditions for the provision of water and sewer service. USSC is a public utility, as defined by S.C. Code Ann. § 58-5-10(3) (Supp. 2004), providing water and sewer service to the public for compensation in certain areas of South Carolina pursuant to rates approved by the Commission in Docket Nos. 93-636-W/S, 94-304-W, and 96-213-W.

Pursuant to S.C. Code Ann. § 58-5-240 (Supp. 2004) and 26 S.C. Code Ann. Regs. 103-712.4.A and 103-512.4.A (Supp. 2004), the Company requests that the Commission approve an increase in its monthly water and sewer service charges and in certain non-recurring charges, as set forth in the Application. Also, pursuant to 26 S.C. Code Ann. Regs. 103-503 and 103-703, USSC proposes, among others, the following modifications to the terms and conditions of service: providing for billing a tenant for water and sewer services under S.C. Code Ann. § 27-33-50 (Supp. 2004), the addition of language requiring certain customers to conduct cross connection testing and to adding a charge for same if such inspections are undertaken by the Company to meet the requirements of 24A S.C. Code Ann. Regs. 61-58.7.F.8, and the addition of a provision providing for a pass-through of any bulk water supply or bulk sewer treatment service rates or charges, including tap fees, when imposed on the Company by a third party provider.

In support of its request for an adjustment in the Company's water and sewer rates, terms and conditions, USSC asserts, among other things, that the proposed water and sewer rate increases are necessary in order that it may provide reasonable and adequate service to its customers, comply with standards and regulations set by the Department of Health and Environmental Control and other governmental agencies which regulate the environmental aspect of the Company's business, and earn a reasonable return on its investment and attract capital for future improvements. The Company also asserts that the proposed water and sewer rate increases are necessary to preserve its financial integrity and to permit continued investment in and maintenance of its facilities so as to provide reliable and high quality services.

A copy of the Application is on file in the offices of the Public Service Commission of South Carolina, 101 Executive Center Drive, Synergy Business Park, Columbia, South Carolina 29210, the Commission's website at www.psc.sc.gov and is available from John M.S. Hoefer, Esquire, Willoughby & Hoefer, P.A., Post Office Box 8416, Columbia, South Carolina 29202.

THE PROPOSED CHANGES IN THE RATES AND CHARGES ARE SET FORTH BELOW

(The complete rate schedule is available from the Company at the above address and on the Commission's website at www.psc.sc.gov)

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WATER

1. Monthly Charges	Current York/Lancaster Counties	Current Anderson/Abbeville Counties	Current Oak Ridge Hunt Club	Current All Other Areas	Proposed
<u>Residential (less than 1" meter)</u>					
Basic Facilities Charge	\$9.00 per unit	\$10.50 per unit	\$8.00 < 1" meter	\$9.00 < 1" meter	\$15.68 per unit
			\$72.00 2" meter	\$81.00 2" meter	90 + 14.39 + 37% =
Commodity Charge	\$2.60 per 1,000 gallons or 134 cft	\$3.15 per 1,000 gallons	\$3.32 per 1,000 gallons	\$3.62 per 1,000 gallons	\$4.30 per 1,000 gallons or 134 cft
<u>Commercial/Residential (for 1" meter or greater)</u>					
Basic Facilities Charge					90 + 3.91 + 17.8% =
By Meter Size					
1" meter	n/a	n/a	\$22.50	\$25.30	\$39.20
1.5" meter	n/a	n/a	\$45.00	\$50.63	\$78.40
2" meter	n/a	n/a	\$45.00	\$81.00	\$125.44
3" meter	n/a	n/a	n/a	n/a	\$250.88
4" meter	n/a	n/a	n/a	n/a	\$392.00
Commodity Charge	n/a	n/a	\$3.32 per 1,000 gallons	\$3.62 per 1,000 gallons	\$4.30 per 1,000 gallons or 134 cft
<u>Charge for Water Distribution Only</u>					
<u>Residential (for less than 1" meter)</u>					
Basic Facilities Charge	same as residential	same as residential	same as residential	same as residential	\$15.68 per unit
Commodity Charge	same as residential	same as residential	same as residential	same as residential	\$2.46 per 1,000 gallons or 134 cft
<u>Commercial/Residential (for 1" meter or greater)</u>					
Basic Facilities Charge					
By Meter Size					
1" meter	n/a	n/a	\$22.50	\$25.30	\$39.20
1.5" meter	n/a	n/a	\$45.00	\$50.63	\$78.40
2" meter	n/a	n/a	\$45.00	\$81.00	\$125.44
3" meter	n/a	n/a	n/a	n/a	\$250.88
4" meter	n/a	n/a	n/a	n/a	\$392.00
Commodity Charge:	n/a	n/a	\$3.32 per 1,000 gallons	\$3.62 per 1,000 gallons	\$2.46 per 1,000 gallons or 134 cft

2. Nonrecurring Charges

Account Set-Up And Reconnection Charges – All Areas

a. Customer Account Charge (new customers only) – All Areas	\$25.00	\$22.00	\$22.00	\$25.00	\$25.00
b. Reconnection Charges	\$35.00	\$30.00	\$30.00	\$35.00	\$35.00

SEWER

1. Monthly Charges	Current	Proposed
Residential – monthly charge per single-family house, condominium, villa, or apartment unit	\$25.00 per unit	\$41.39 per unit
Mobile Homes – monthly charge	\$25.00 per unit	\$29.74 per unit

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Charge for Sewer Collection Only
Residential – monthly charge per
single-family house, condominium,
or apartment unit

n/a

\$26.64 per unit

Commercial – monthly charge
Per single-family equivalent

n/a

\$26.64 per SFE

Solid Interceptor Tanks

For all customers receiving sewage collection service through an approved solids interceptor tank, the following additional charges shall apply:

A. Pumping Charge

n/a

\$150.00

2.

Nonrecurring Charges

Account Set-Up and Reconnection Charges

a. Customer Account Charge – new customers

n/a

\$25.00

b. Reconnection Charges

n/a

\$35.00 (where Elder Valve installed)

\$250.00 (where no Elder Valve installed)

In order for testimony and evidence to be received from all interested parties, a public hearing will be held in the Commission's Hearing Room, Synergy Business Park, 101 Executive Center Dr., Columbia, South Carolina on **Thursday, December 15, 2005 at 10:30 a.m.**

Any person who wishes to testify and present evidence at the hearing concerning these matters should notify, in writing, the Docketing Department at the address below, the Office of Regulatory Staff, Post Office Box 11263, Columbia, South Carolina 29211 and John M. S. Hoefer, Esquire, Willoughby & Hoefer, P.A., Post Office Box 8416, Columbia, South Carolina 29202-8416 on or before **September 1, 2005**. Please refer to ***Docket No. 2005-217-W/S***.

Any person who wishes to participate in this matter, as a Party of Record with the right of cross-examination, should file a Petition to Intervene in accordance with the Commission's Rules of Practice and Procedure, on or before **September 1, 2005** and indicate the amount of time required for his presentation. Please include an email address for receipt of future Commission correspondence in the Petition to Intervene. Please refer to ***Docket No. 2005-217-W/S***.

Any person who wishes to be notified of any change in the hearing date, but does not wish to present testimony or be a party of record, may do so by notifying the Docketing Department, in writing, at the address below on or before **September 1, 2005**. Please refer to ***Docket No. 2005-217-W/S***.

Any person who wishes to request a hearing in his or her county of residence should notify before **October 1, 2005**, in writing, the Docketing Department at the address below, the Office of Regulatory Staff, Post Office Box 11263, Columbia, South Carolina 29211 and John M. S. Hoefer, Esquire, Willoughby & Hoefer, P.A., Post Office Box 8416, Columbia, South Carolina 29202-8416. Please refer to ***Docket No. 2005-217-W/S***.

PLEASE TAKE NOTICE: Any person who wishes to have his or her comments considered as part of the official record of this proceeding **MUST** present such comments, in person, to the Commission during the hearing.

Persons seeking information about the Commission's Procedures should contact the Commission in Columbia at 803-896-5100.

Public Service Commission of South Carolina
Attn: Docketing Department
Post Office Drawer 11649
Columbia, SC 29211

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**DOCKETING DEPARTMENT****NOTICE OF FILING AND HEARING****DOCKET NO. 2007-286-W/S****UTILITIES SERVICES OF SOUTH CAROLINA, INC. – APPLICATION FOR ADJUSTMENT OF RATES AND CHARGES AND MODIFICATIONS TO CERTAIN TERMS AND CONDITIONS FOR THE PROVISION OF WATER AND SEWER SERVICE**

Utilities Services of South Carolina, Inc. (USSC or the Company) has filed an Application with the Public Service Commission of South Carolina (the Commission) for an adjustment of the Company's rates and charges for the provision of water and sewer service. USSC is a public utility, as defined by S.C. Code Ann. § 58-5-10(4) (Supp. 2006), providing water and sewer service to the public for compensation in certain areas of South Carolina pursuant to rates approved by the Commission in Docket No. 2005-217-W/S.

Pursuant to S.C. Code Ann. § 58-5-240 (Supp. 2006) and 26 S.C. Code Ann. Regs. 103-712.4.A and 103-512.4.A (1976, as amended), the Company requests that the Commission approve an increase in its monthly water and sewer service charges as set forth in the Application. Further, pursuant to 26 S.C. Code Ann. Regs. R. 103-703 (1976, as amended), the Company proposes to add language to its terms and conditions for the provision of water service to provide that, for water service to customers not described in the South Carolina Department of Environmental Control Guidelines for Unit Contributory Loadings for Domestic Waste Water Treatment Facilities, 25 S.C. Code Ann. Regs. 61-67 Appendix A (Supp. 2006), such as irrigation service, the tap fees shall be the same as those for one (1) SFE.

In support of its request for an adjustment in the Company's water and sewer rates, terms and conditions, USSC asserts, among other things, that the proposed water and sewer rate increases are necessary in order that it may provide reasonable and adequate service to its customers, comply with standards and regulations set by the Department of Health and Environmental Control and other governmental agencies which regulate the environmental aspect of the Company's business, and earn a reasonable return on its investment and attract capital for future improvements. The Company also asserts that the proposed water and sewer rate increases are necessary to preserve its financial integrity and to permit continued investment in and maintenance of its facilities so as to provide reliable and high quality services.

A copy of the Application is on file in the offices of the Public Service Commission of South Carolina, 101 Executive Center Drive, Synergy Business Park, Columbia, South Carolina 29210, the Commission's website at www.psc.sc.gov and is available from John M.S. Hoefer, Esquire, Willoughby & Hoefer, P.A., Post Office Box 8416, Columbia, South Carolina 29202.

Exhibit C2

THE PROPOSED CHANGES IN THE RATES AND CHARGES ARE SET FORTH BELOW
(The complete rate schedule is available from the Company at the above address and on the
Commission's website at www.psc.sc.gov)

WATER

Monthly Charges

Current

Proposed

Residential (less than 1" meter)

Basic Facilities Charge

\$14.39 per unit

\$21.51 per unit

Commodity Charge

\$3.91 per 1,000
gallons or 134 cft

\$5.83 per 1,000
gallons or 134 cft

Commercial/Residential (for 1" meter or greater)

Basic Facilities Charge

By Meter Size

1" meter

\$35.98

\$53.79

1.5" meter

\$71.97

\$107.60

2" meter

\$115.15

\$172.16

3" meter

\$230.30

\$344.32

4" meter

\$359.84

\$538.00

Commodity Charge

\$3.91 per 1,000
gallons or 134 cft

\$5.83 per 1,000
gallons or 134 cft

Charge for Water Distribution Only

Residential (for less than 1" meter)

Basic Facilities Charge

\$14.39 per unit

\$21.51 per unit

Commodity Charge

\$2.24 per 1,000
gallons or 134 cft

\$3.34 per 1,000
gallons or 134 cft

Commercial/Residential (for 1" meter or greater)

Basic Facilities Charge

By Meter Size

1" meter

\$35.98

\$53.79

1.5" meter

\$71.97

\$107.60

2" meter

\$115.15

\$172.16

3" meter

\$230.30

\$344.32

4" meter

\$359.84

\$538.00

Commodity Charge:

\$2.24 per 1,000
gallons or 134 cft

\$3.34 per 1,000
gallons or 134 cft

Exhibit C2

SEWER

1. Monthly Charges	Current	Proposed
Residential – monthly charge per single-family house, condominium, villa, or apartment unit	\$41.39 per unit	\$46.11 per unit
Mobile Homes – monthly charge	\$29.74 per unit	\$33.13 per unit
Commercial – monthly charge	\$41.39 per SFE	\$46.11 per SFE*
<u>Charge for Sewer Collection Only</u>		
Residential – monthly charge per single-family house, condominium, or apartment unit	\$26.64 per unit	\$29.68 per unit
Commercial – monthly charge Per single-family equivalent	\$26.64 per SFE	\$29.68 per SFE
* Single Family Equivalent		

In order for testimony and evidence to be received from all interested parties, a public hearing will be held in the Commission's Hearing Room, Synergy Business Park, 101 Executive Center Dr., Columbia, South Carolina on **Thursday, December 13, 2007 at 10:30 am.**

Any person who wishes to testify and present evidence at the hearing concerning these matters should notify, in writing, the Docketing Department at the address below, the Office of Regulatory Staff, at Post Office Box 11263, Columbia, South Carolina 29211 and John M. S. Hoefer, Esquire, Willoughby & Hoefer, P.A., at Post Office Box 8416, Columbia, South Carolina 29202-8416 on or before **September 21, 2007.** Please refer to ***Docket No. 2007-286-W/S.***

Any person who wishes to participate in this matter, as a Party of Record with the right of cross-examination, should file a Petition to Intervene in accordance with the Commission's Rules of Practice and Procedure, on or before **September 21, 2007,** and indicate the amount of time required for his presentation. Please include an email address for receipt of future Commission correspondence in the Petition to Intervene. Please refer to ***Docket No. 2007-286-W/S.***

Any person, who wishes to be notified of any change in the hearing date, but does not wish to present testimony or be a party of record, may do so by notifying the Docketing Department, in writing, at the address below on or before **September 21, 2007.** Please refer to ***Docket No. 2007-286-W/S.***

Any person who wishes to request a hearing in his or her county of residence should notify before September 27, 2007, in writing, the Docketing Department at the address below, the Office of Regulatory Staff, at Post Office Box 11263, Columbia, South Carolina 29211 and John M. S. Hoefer, Esquire, Willoughby & Hoefer, P.A., at Post Office Box 8416, Columbia, South Carolina 29202-8416. Please refer to ***Docket No. 2007-286-W/S.***

PLEASE TAKE NOTICE: Any person who wishes to have his or her comments considered as part of the official record of this proceeding **MUST** present such comments, in person, to the Commission during the hearing.

Persons seeking information about the Commission's Procedures should contact the Commission in Columbia at 803-896-5100.

Public Service Commission of South Carolina
Attn: Docketing Department
Post Office Drawer 11649
Columbia, SC 29211